



CITY OF FALLS CHURCH

RECRUITMENT ANNOUNCEMENT

SENIOR CUSTOMER SERVICE REPRESENTATIVE

This position is available in the Utilities Customer Service Division. This is difficult clerical work and responsible administrative work involving customer service and billing for utility services; does related work as required. Work is performed under the supervision of the Utility Accounting Technician.

RESPONSIBILITIES:

- Assisting customers; opening and closing utility accounts; maintaining files; preparing reports;
- Assists customers by telephone and at counter, handles the more complex and referred questions, requests and complaints;
- Opens new customer accounts, closes accounts, changes out meters, adds new meters and services to accounts;
- Adjusts accounts found to be in error;
- Prepares final cut-off list for delinquent accounts;
- Interacts with field customer service to provide customers with timely and effective service;
- Coordinates customer account and work order files;
- Checks readings and prepares out-of-range and suspect bill reports;
- Prepares a variety of reports; determines and orders necessary rereads;
- Prepares work orders for field crews;
- Prepares and maintains meter lists and files;
- Performs other tasks as assigned.

QUALIFICATIONS: Graduation from high school and considerable customer service experience; thorough knowledge of utility billing terminology, methods, procedures and equipment, standard office procedures, practices and equipment; demonstrated ability to understand and follow oral and written directions, perform mathematical computations with speed and accuracy, and establish and maintain effective working relationships with associates and customers. An equivalent combination of training and experience may be considered.

SALARY RANGE AND BENEFITS: \$38,271 - \$61,234 annually, plus excellent benefits package. See www.fallschurchva.gov for additional information.

HOURS: 8:30 a.m. - 5 p.m., Monday through Friday.

TO APPLY: Send resume to City of Falls Church, HR Div, 300 Park Ave, Falls Church, VA 22046 or hr@fallschurchva.gov. The vacancy will remain open until a qualified applicant is selected.

REASONABLE ACCOMMODATION: Disabled applicants may request reasonable accommodation during the selection process; & is granted contingent upon mutual consent of the Human Resources Division & Division Director. The City of Falls Church does not discriminate on the basis of race, color, national origin, sex, creed, age or disability in employment or the provision of services.

All City facilities are smoke free

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Harry E. Wells Building • 300 Park Avenue • Falls Church, Virginia 22046 • 703-248-5001

www.fallschurchva.gov